

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Piney Ridge Company

South Carolina Manufacturing Extension Partnership

ISO 9000 Certification

Client Profile:

Piney Ridge Company, located in Saluda, South Carolina, was founded in 1994 by owner Robert Culbreath, its sole employee. He services only large corporate customers, such as Michelin and Duracell USA. The machine shop specializes in CNC machining, prototyping, assembly, fabrication, design development, and specialty work for the automotive, aerospace, and food processing industries. The shop manufactures screws, nuts, bolts, anchors, and fasteners; provides finished machine casting; and repairs automotive electrical components.

Situation:

Culbreath needed cash to help expand the business and hire additional employees. Culbreath also was hearing from some large potential customers that they would only work with new suppliers who had ISO 9000 certified quality management systems in place. In order to attract those new customers and keep his existing ones, Culbreath needed to become certified to the standard.

Culbreath first heard about the South Carolina Manufacturing Extension Partnership (SCMEP), a NIST MEP network affiliate, when he contacted his state senator to find out where he could locate business development grants. The company brought in SCMEP to help it through the certification process.

Solution:

With help from SCMEP's manufacturing specialist, Andy Carr, Culbreath was able to take advantage of available grant funds for minority-owned rural businesses under a U.S. Department of Agriculture grant implemented by SCMEP. Both SCMEP and consulting firm Ruddell & Associates helped Piney Ridge work toward becoming ISO certified. The company hired two additional employees, one of which is a dedicated ISO representative. Culbreath was able to take advantage of about \$4,000 in grant money during the certification process.

Results:

- * Became ISO 9000 certified.
- * Increased business by 50 percent.
- * Increased revenue by 150 percent.
- * Created a greater opportunity for growth.
- * Created 2 or more additional jobs.

Testimonial:

"We are swamped with new business now."

Robert Culbreath, Owner/President

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